

Interpreter Services Program Feedback – August 2010

- Technology
 - Vs. In-person Interpreting
 - Modalities
 - Scheduling
 - Billing Rules/Processes/Consecutive Appointments
- Compensation/Benefits
 - Lower the Rates, Increase the Pay
 - Ensure Pass-through is Getting to the Interpreters
 - Timely Pay
 - Fear of Penalties/Retribution
 - Need for Minimum Payment per Appointment
 - Flexibility to Extend Appointments
 - Mileage Accountability and Reimbursement
 - Retirement
 - Health Insurance
- Contracting
 - Model – Current? Brokers do all for administrative fee? Providers only? ASL?
 - Negotiation – Interpreters at the Table
 - Differing Protocols for Emergent or Sensitive Situations, Mentally Ill/Indigent/Child Clients
- Oversight/Audit/Monitor
 - Integrity/Lack of Trust/History of Fraud
 - Gatekeeper
 - External Auditor
- Administrative Streamlining
 - De-layering
 - Limit Number of Agencies/Brokers
 - Eliminate Agencies
 - Brokers Handle Certification, De-certification, Background Checks, License Verification, Scheduling, Monitoring, Corrective Actions, Code of Ethics
 - Re-vamp the Test to Raise the Standard
- Communication
 - Open and Transparent Processes
 - Continuity of Care – Allowing Providers to Request a Particular Interpreter
 - Interpreters Communicate directly with Providers/Clients, or not
 - Provider Education, Quality of Care, Interpreting vs. Second Language, Leaving Interpreters Alone with Patients
 - Grievances
 - Complaint Resolution
 - Need for Surveys/Avenues for Feedback
 - Reporting/Tracking